



**North Carolina Families Accessing Services through Technology  
Level One Evaluation Results  
For  
Selected Case Management / Customer Relationship Management Products**

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## 1. Introduction

The North Carolina Families Accessing Services through Technology (NC FAST) project includes a review of existing software that may meet the functional requirements of the Case Management or Customer Relationship Management (CRM) system which is part of the NC FAST project. This document presents the summarized results of the high level business and technical reviews conducted for selected case management and eligibility applications currently in production or available through vendors. The complete Level One evaluation reports for each system are contained in the NC FAST project files in separate documents. The review process utilized by the evaluation team is described in this document. Based on the results of the Level One reviews, a more detailed Level Two review will be conducted on a small number of systems which are available to the State as public domain software.

## 2. Level One Results Summary

Based on the results of the Level One review, the following high scoring public domain systems are recommended for Level Two review:

- Mecklenburg County - *ISSI*
- State of Maine - *ACES*
- State of Minnesota Child Welfare – *SSIS*
- State of Wisconsin Child Welfare – *WiSACWIS*

## 3. Level One Review Process

The review process was developed to provide the review team a guideline to follow in evaluating the functionality of systems in a concise and consistent manner.

**Step 1:** The first step in the review process was to identify systems for consideration. The following activities were conducted to create the initial list of systems to evaluate:

- a. The results of the NC FAST Request for Information (RFI) from February 2002 were reviewed for possible candidates.
- b. A review was also conducted of the results of the February 2002 survey conducted with other states, to identify any other potential candidates.
- c. Federal partners were also contacted for system recommendations.
- d. Federally Certified Statewide Automated Child Welfare Information Systems (SACWIS) in use across the country were identified for evaluation for Child Welfare.
- e. Systems in use by North Carolina counties were recommended for inclusion in the review process.
- f. Systems in use outside the state of North Carolina State were identified by project team members or DHHS staff members for evaluation.

**Step 2:** A Level One business review of each system was conducted by a review team assembled from the associated business areas impacted by NC FAST. A Level One technical review of each system was also conducted by the review team and the Division of Information Resource Management (DIRM) Web Development Team. The Level One evaluation consisted of the following activities:

- a. Criteria were developed for the initial review based on the high level business requirements. These criteria included items such as: functional areas covered, whether the system was public domain, and if the system was in production in any state. A matrix was developed to evaluate each system against each criterion. (Refer to the attached *Level One Business Function Evaluation Matrix*).
- b. Each criterion was assigned a weight based on its importance to the overall functionality of the system.
- c. Some criteria were given the ability to override the total score. For example, if a system met the majority of requirements for Child Welfare or Eligibility but did not meet criteria for other program areas, it could still be considered for a Level Two review. On the other hand, a system not currently in production would be eliminated from further review based on failure to meet that single criterion.
- d. Each system was reviewed by both business and technical reviewers at a high level by attending product demonstrations, reviewing the system's web site, and holding discussions with business users and technical support personnel. The reviews were documented and scored against the business criteria. The evaluations were then summarized into a Level One results report (refer to Section 5) and summary matrix (refer to Attachment One).
- e. Scores were totaled and used as input into the recommendation for systems selected for a Level Two detailed review. Systems were not selected or eliminated based on the technology in use.
- f. Special consideration was given to Child Welfare systems, as this has been identified as a top priority for the State.

## 4. Review Team

The review team consisted of both subject matter experts and technical staff members. The program areas represented on the team were Adult Services, including Special Assistance for Adults, Child Welfare Services, Food Assistance and Energy Programs, Work First (North Carolina's Temporary Assistance for Needy Families (TANF) Program), Medical Assistance and Child Care Services. Members were included as appropriate for the system under review. DIRM Web Development Team representatives participated in the review process to obtain information on the technology being utilized by each system. Members of the NC FAST Team also

participated in the evaluation and the question and answer periods. Detailed observations, impressions, and results of the evaluation forms completed during each review are included in separate documents.

## 5. Level One Results

The Level One evaluation results are summarized in this section. The Level One score is in parenthesis after each system. A asterisk indicates that the system is public domain software. Systems with zero scores were found either to not match the business needs for the State in the Child Welfare area, were not in production status or there was not enough information available for an evaluation.

### Within North Carolina:

- Mecklenburg County – *ISSI* (56) \*
- Caldwell County – *ICAN* (45)
- Connectinc - *Connect Software* (61)
- *ONECase* (67)

### Child Welfare Systems:

- State of Georgia (23)
- State of Minnesota – *SSIS* (68) \*
- State of Rhode Island (0)
- State of West Virginia (44) \*
- State of Wisconsin – *WiSACWIS* (58) \*
- State of Colorado (0)

### Other Systems:

- State of Maine – *ACES* (84) \*
- State of Washington (19) \*
- State of Pennsylvania - *COMPASS* (27) \*
- State of Massachusetts – *BEACON* (0)
- State of Wyoming – *FAMIS* (0)
- State of Ohio – *CRIS-E* (44) \*
- State of Louisiana (0)
- State of New Mexico - *SSALSA* (Curam) (0)
- Curam Framework (55)

The attached *Level One Business Function Evaluation Matrix* documents the scores for systems that were identified for Level One review.

Systems Within North Carolina

**Mecklenburg County ISSI system**

The Mecklenburg County Integrated Social Services Information (ISSI) system was demonstrated to the NC FAST EAC on November 14, 2003 and further reviewed in December 2003 by the project team.

The ISSI system was developed to serve the needs of the Mecklenburg County Department of Social Services. The county-specific nature of the system raises the issue of its ability to meet the NC FAST needs on a state-wide level and the level of effort required to modify the system to enable statewide applicability.

ISSI was developed using the latest technology available at the time of the requirements and design. At evaluation time, the system was still in User Acceptance Testing for the majority of the user base, so its capacity for fully functional case management has not been proven. It has been used by Fraud Investigations for approximately one year, and is currently being integrated into Adult Services. Since ISSI was in production for some functions, it remained under consideration.

The system contains enough case management functionality, such as caseload management and multi-program search capacity to warrant further evaluation from a business perspective.

A high level technical review conducted on the ISSI system revealed that the system was built with technologies that are several years old, and the application platforms do not facilitate open communication and a rich client interface. Additionally, the system architecture is based on meeting the needs of Mecklenburg County, and expanding the system to a statewide scope would have a major effect on the enterprise architecture. The current architecture would need to be upgraded to meet the requirements of the state architectural standards and the expanded scope, or a new architecture would need to be developed using current, standard technologies.

The ISSI system is owned by Mecklenburg county. The software is available free of charge. However, Mecklenburg county has stipulated that it must provide the vendor to make system modifications. If ISSI were selected for implementation these constraints would have to be addressed with the county in order for the project to be in compliance with the State's procurement process.

This system is recommended for Level Two review.

### **Caldwell County ICAN system**

The *ICAN* system is currently in production in Caldwell County and will be expanding to seven additional counties in the western part of the state. The *ICAN* system was reviewed in January 2004 by the project team and the NC FAST EAC.

The *ICAN* system is a web-based system that was developed in 1997 to serve the needs of the Caldwell County Department of Social Services and community service agencies within the county. In 2002, the Rural Internet Access Authority (RIAA) awarded a grant to expand the *ICAN* network to additional counties. The following counties accepted the opportunity: Polk, Burke, Yancey, Swain, Madison, Rutherford and Transylvania.

The latest release of the system has been in pilot stage since December 2003; therefore, its capacity for fully functional case management has not been proven. It is currently being used by Food Stamp and Medicaid case workers.

The system contains some case management functionality, such as caseload management and multi-program search capability.

A high level technical review of the *ICAN* system was conducted. Source code was not provided for a detailed analysis of the system. However, it was determined that the *ICAN* system is built on an open technology platform using new, scalable technologies that are sufficient to meet our technical requirements and state architectural standards. The current architecture may have some limitations for supporting a large volume of application transactions, but this could be corrected by deploying the system on a different type of server.

*ICAN* is a proprietary system, with the software owned and controlled by the vendor, Client Referral Network.

This system is not recommended for Level Two review at this time because it is not public domain software.

### **Connect Software system**

At the request of the Department of Social Services directors in Washington, Scotland, Wayne and Halifax counties, ConnectInc demonstrated its case management software to the business review group and members of the NC FAST EAC on January 30, 2004.

The *Connect Software* is a web-based system that has been developed as an individual application for each of the counties who have contracted to use the software.

The system contains case management functionality, such as caseload management and multi-program search capability.

A high level technical review determined that the *Connect Software* architecture violates the Statewide Technical Architecture in several areas. These areas include the method used to store data and the two-tiered design of the system.

*Connect Software* is a proprietary system, owned and controlled by the vendor, Connectinc, a private, non-profit agency.

This system is not recommended for Level Two review at this time because it is not public domain software.

### **ONECase System**

The *ONECase* system was demonstrated for the NC FAST EAC and systems review team for NC FAST on Friday, March 12, 2004. *ONECase* is a vendor developed system that has been in production for over 12 years in 13 county departments of social services.

*ONECase* has been developed as a relational database to contain and associate information from the main business areas of the Division of Social Services (DSS), including the financial processes. Some aspects of commonly used human services business processes are already included in the software. The software is customized by the vendor in response to customer requests that arise during client use.

The look and feel of the system has not been updated to reflect a windows-based screen, causing some reviewers to comment negatively on the overall system.

The system appears to contain enough case management functionality, such as a shared data gathering application for assistance, child care, child welfare, adult services assessment and case management, caseload management, and multi-program search capacity to warrant further evaluation.

The *ONECase* system software is proprietary, owned and controlled by the vendor, Cox and Company, Inc.

*ONECase* is not a web-based system, but is developed as an AS/400 "green screen" application which does not align with our technical architecture or meet the requirements of the statewide technical architecture standards. A detailed review is required to determine the amount of effort required to enhance the system to meet standards.

This system is not recommended for Level Two review at this time because it is not public domain software.



State and Other Systems outside North Carolina

**State of Maine ACES system**

On February 12-13, 2004, a team of subject matter experts from each eligibility program area conducted a review of the Automated Client Eligibility System (ACES) at the invitation of the Maine Department of Human Services. Maine has provided a copy of the code and associated documentation for a full technical review of the ACES system.

The ACES System is a web-based system that has been developed as an eligibility and case management system for the state of Maine Department of Human Services/Assistance division. It went into production statewide in September 2002.

The system appears to contain enough case management functionality, such as caseload management, report production, including federal reports, and multi-program screening and eligibility determination capability to consider its inclusion as part of the NC FAST solution.

The ACES software is public domain, and has been provided to the NC FAST project team for technical review and evaluation.

The Maine system is implemented as a multi tier web application with an Oracle database. From a very high level, it aligns well with the statewide technical architecture. A more detailed code review is required to determine how closely the statewide and industry standards are met and how well it will interface with other technologies employed by NC FAST.

This system is recommended for Level Two review.

**State of Washington system**

The State of Washington system is a web-based online assessment and application system currently in production. It is not a full case management system and therefore does not contain enough case management functionality to warrant further evaluation. A business review of the system was conducted. A technical review of the system was not conducted.

This system is not recommended for Level Two review.

**State of Pennsylvania COMPASS system**

The State of Pennsylvania COMPASS system is a web-based online assessment and application system currently in production. It is not a full case management system and therefore does not contain enough case management functionality to warrant further evaluation. A business review of the system was conducted. A technical review of the system was not conducted.

This system is not recommended for Level Two review.

### **State of Massachusetts BEACON system**

The *BEACON* system is an eligibility, case and financial management system developed and initially implemented in 1998, for TANF, Food Stamps, child care, emergency assistance, overpayment tracking and collection. Version 2.0 went into production in 2002.

Inquiries and request for current information regarding *BEACON* have been sent to Massachusetts. There has been no response from Massachusetts to communication efforts. Business and technical reviews were not conducted. This system will be excluded from consideration at this time, pending more information.

This system is not recommended for Level Two review.

### **State of Wyoming FAMIS system**

The State of Wyoming was initially considered for Level One review, but due to project delays, the system is scheduled to be renamed *IRIS* and implemented in May 2005. Since the system is not in production, and is only in the design and build stage, it has been eliminated from consideration.

This system is not recommended for Level Two review.

### **State of Ohio CRIS-E system**

The State of Ohio is county-administered, state supervised, much like North Carolina. The Client Registry Information System Enhanced (*CRIS-E*) is an automated system used by 15,000 caseworkers and administrators in support of the State and Federal programs. These programs include: Ohio Works First (OWF), Prevention, Retention and Contingency (PRC), Food Stamps (FS) and Medicaid which deliver services to eligible Ohio recipients. Core operation in support of these users includes application intake, eligibility determination, and issuance of benefits to clients. *CRIS-E* is the main intake system for the Ohio Department of Job and Family Services (ODJFS) human service systems.

Interfaces and exchange of data exist with the following systems: Support Enforcement Tracking System (SETSa-child support), Electronic-Integrated Client Mgt. System (eICMS-case management. system), Family and Children's Service Information System (FACSIS-child welfare), Medicaid Management Information System (MMIS - Medicaid), OhioWorks (workforce development), Wage Records. This system was custom-developed for Ohio.

Information received from Ohio indicates that their application is a mainframe based system that uses "green screens." Ohio is planning to replace this system within the next 1-2 years. This would not be a system that would be recommended for transfer to North Carolina.

A technical review was not conducted.

This system is not recommended for Level Two review.

### **State of Louisiana system**

The State of Louisiana system uses the Curam Human Services framework, and was initially considered for Level One review, but has been eliminated because it is still in design phase and is not in production. Business and technical reviews of the system were not conducted.

This system is not recommended for Level Two review.

### **State of New Mexico SSALSA system (Curam)**

The State of New Mexico system, SSALSA, uses the Curam Human Services framework, and was initially considered for Level One review, but was eliminated because it is not in production. Business and technical reviews of the system were not conducted.

This system is not recommended for Level Two review.

### **Curam Human Services Framework**

The Curam Human Services framework is a web-based solution that has been developed as an infrastructure on which states can build a human services system. Some aspects of commonly used human services business processes are already included in the software, and the state can customize the application by adding program and service rules applicable to their state.

The framework appears to contain significant case management functionality such as eligibility screening and determination, caseload management, multi-program search capability, and capacity to expand to contain rules for all program areas.

Curam is a framework that is developed in a three tier architecture designed to be a web-based application. The Curam architecture is aligned with the Statewide Technical Architecture and industry standards.

Curam is proprietary, owned and controlled by the vendor, Curam, Inc.

This Curam solution is not recommended for Level Two review at this time because it is not public domain software.

Child Welfare systems

The following segment contains the evaluations for Child Welfare systems. The *Level One Business Function Evaluation Matrix* covers items not related to Child Welfare; therefore, the scoring of Child Welfare systems should be compared only to other Child Welfare systems.

**State of Georgia Child Welfare system**

Child Welfare System for the State of Georgia was developed by Systems and Methods, Inc. A brief presentation was held on January 14, 2004 in Raleigh, NC. The scope of the system is limited to Child Welfare Services and only Child Welfare and NC FAST staff were in attendance.

The system was built on the Microsoft .Net platform, and appears to be in the early stage of development. The demonstration was limited to basic client registration and tracking, as Georgia is not committed to using the system as a SACWIS solution. Little to no benefit would be derived from transferring this system from Georgia.

This system is not recommended for Level Two review.

**State of Minnesota Child Welfare system**

A review of the system web site provided detailed information regarding the use of the system. Minnesota is a state supervised, county administered system for Child Welfare, with tribal areas administering as well. Minnesota has an alternative response system, similar to our Multiple Response System (MRS) for treatment of child protective services children and families. The system, *Social Services Information System (SSIS)*, is a web-based application, most recently SACWIS authorized.

Minnesota used internal staff extensively to develop the system, resulting in an application designed from the viewpoint of social workers, supervisors and others who represented the user's needs. Good documentation is available on the web site, and web-based Computer Based Training (CBT) provides general "look and feel" guides. Overall, the system appears to have a close match with the business processes.

The technical architecture involves locating a server in each county, and may require significant rework to meet our standards.

The system is public domain software and may be obtained for our use.

This system is recommended for Level Two review.

**State of Rhode Island Child Welfare system**

The Rhode Island Child Welfare system is a client-server application used in a state administered system.

A hands on evaluation was not available. Therefore, a review of the system's user manual was conducted. Although a full Level One business review was not conducted, it should be noted that the system contains a significant number of ticklers and alerts which are desirable features. The system does not allow for flexibility, and is not a close match with our business requirements. For this reason, business and technical reviews of the system were not conducted.

This system is not recommended for Level Two review.

**State of West Virginia Child Welfare system**

The State of West Virginia Child Welfare system was reviewed from its web site. The system is client-server application which updates a mainframe. Additional add-ons are available for users with limited web access, and for field workers using Personal Digital Assistant (PDA) devices.

Limited information was available regarding the mainframe system and the child welfare interface provided by the state. The system does not allow for flexibility, and is not a close match with our business requirements. For this reason, a technical review was not conducted.

This system is not recommended for Level Two review.

**State of Wisconsin Child Welfare system**

The State of Wisconsin Child Welfare system, *WiSACWIS*, was reviewed from its web site. The system is a web-based application. The documentation implies that Wisconsin has committed significant effort to dealing with county variance issues, which would be required for us to consider using the system. Online documentation and CBT are available.

This system appears to contain functionality in the Child Welfare and case management areas that match our business requirements.

This system is a web-based application utilizing current technologies. The system was developed in a multi-tiered architecture aligned with the Statewide Technical Architecture and industry standards.

This system is recommended for Level Two review.

### **State of Colorado Child Welfare system**

The State of Colorado system was initially considered for Level One review, but was eliminated because it was transferred in from another state and lacked the flexibility necessary for a county-administered social services system. For this reason, business and technical reviews of the system were not conducted.

This system is not recommended for Level Two review.

## **6. Level Two Review Process**

Subsequent to the completion of Level One reviews, and the approval of the evaluation results, a Level Two review will be conducted on recommended systems to complete the evaluation process.

The steps involved in Level Two review include:

**Step 1:** Conduct a detailed Level Two evaluation on the selected systems.

- a. More detailed business requirements will be added to the functional evaluation matrix (refer to attached *Level Two Business Function Evaluation Matrix*).
- b. More detailed technical criteria will be used to evaluate how well the system meets the NC FAST and Statewide Technical Architecture and to estimate the cost to transfer / customize the system to meet our business requirements (refer to attached *Level Two Technical Evaluation Matrix*).
- c. Additional system demonstrations will be scheduled as needed to complete detailed reviews of each system's business functions.
- d. Technical reviews of each system will be conducted, including code reviews where possible. At this level, the technical review will focus on the amount of effort and cost required to implement the system in compliance with statewide and departmental technical standards.
- e. Each detailed system review will be documented by both business and technical reviewers. The reviews will then be consolidated with the Level One business and technical reports and the summary business and technical matrices completed for Level Two.
- f. Scores will be totaled and a 'short list' will be created to become the basis of the recommendation on systems to further pursue.

**Step 2:** The evaluation reviews will be summarized and recommendations written in a final report submitted to the NC FAST EAC.

**Step 3:** The NC FAST EAC will make a final decision on which software to further pursue based on the evaluation results.

## 7. Attachments

Attached to this document are the matrices used to analyze the state and commercial systems evaluated for NC FAST functionality.

The attached *Level One Business Function Evaluation Matrix* designates the systems that were identified for Level One review. A score is assigned to each criterion to indicate whether or not the system meets the criterion: a “1” indicates the criterion was met, a “0” indicates the criterion was not met, a 0.5 indicates that the criterion was partially met.

A sample of the *Level Two Business Function Evaluation Matrix* and the *Level Two Technical Evaluation Matrix* that will be used for Level Two evaluations are also attached.

Attachment One – *Level One Business Function Evaluation Matrix*

Attachment Two - *Level Two Business Function Evaluation Matrix*

Attachment Three - *Level Two Technical Evaluation Matrix*

**Attachment One – Level One Business Function Evaluation Matrix**

		Systems within North Carolina				Child Welfare Systems						Other Systems								
Function and Requirement Description	Importance of Function 5-Critical 4-Very Important 3-Important 2-Added Value 1-Not Important	ISSI	ICAN	Connect	ONECase	SMI GA Child Welfare	MN SSIS	RI	W VA	WI WISACWIS	CO	ACES Maine Elig.	WA *	PA Compass Elig.*	Mass BEACON	WY FAMIS ***	OH CRIS-E **	LA	NM SSALSA	Curam Framework
<b>1.1.1 GENERAL CONDITIONS</b>																				
Provides a web-based system that can access through standard browser	3	0	1	1	1	1	1	0	0	1	0	1	1	1	0	0	0	0	0	1
Software is Public Domain, not requiring purchase by the state **	3	1	0	0	0	0	1	0	1	1	0	1	1	1	0	0	1	0	0	0
Allows for customization to meet individual county needs	5	0	1	1	1	1	1	0	0	0	0	1	0	0	0	0	1	0	0	1
Database capacity expands for statewide implementation	5	0	0	1	1	1	1	0	1	1	0	1	0	0	0	0	1	0	0	1
User Access Security is role-based and multi-level	5	1	1	1	1	1	1	0	1	1	0	1	0	0	0	0	1	0	0	1
System is in production in a county or state environment	5	1	1	1	1	0	1	0	1	1	0	1	1	1	0	0	1	0	0	1
<b>1.1.2 INTAKE</b>																				
Provides an online data system that can share information across programs	5	1	1	1	1	0	1	0	0	1	0	1	0	1	0	0	1	0	0	1
Checks to see if a client already exists in the system via multiple search criteria	5	1	1	1	1	1	1	0	1	1	0	1	0	0	0	0	0	0	0	1
Creates a case file after checking for existing cases in legacy systems	5	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0



NC FAST Case Management / CRM Level One Evaluation

		Systems within North Carolina				Child Welfare Systems						Other Systems								
Function and Requirement Description	Importance of Function 5-Critical 4-Very Important 3-Important 2-Added Value 1-Not Important	ISSI	ICAN	Connect	ONECase	SMI GA Child Welfare	MN SSIS	RI	W VA	WI WiSACWIS	CO	ACES Maine Elig.	WA *	PA Compass Elig.*	Mass BEACON	WY FAMIS ***	OH CRIS-E *^	LA	NM SSALSA	Curam Framework
1.1.3 ASSESSMENT																				
Allows for automated evaluation (i.e., self-directed or worker-facilitated) of program eligibility and applications	3	1	0	0	0	0	0	0	0	1	0	1	1	1	0	0	1	0	0	1
Provides pre-screening capabilities for eligibility for multiple programs	5	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0	0	0	1
Easily adds and updates programs	3	1	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
Easily adds and updates benefits and services of programs	3	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
1.1.4 ELIGIBILITY DETERMINATION																				
Allows for storage and use of detailed program eligibility rules	3	0	0	0	0	0	0	0	0	1	0	1	0	1	0	0	0	0	0	1
Produces files for EBT/EFT/MA card production	3	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0
1.1.5 CASE MANAGEMENT																				
Provides service plan templates, calendar events, ticklers	3	1	1	1	1	0	1	0	1	1	0	1	0	0	0	0	0	0	0	0.5
Allows for narratives	5	1	1	1	1	0	1	0	1	1	0	1	0	0	0	0	1	0	0	1
Feeds existing systems with eligibility information resulting in benefits delivery and Federal reporting	3	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0
Allows supervisors the ability to manage caseloads	5	0	0	0	1	0	1	0	1	1	0	0	0	0	0	0	0	0	0	0
Associates providers to programs, benefits, and services	3	0	0	1	1	0	1	0	0	1	0	1	0	0	0	0	0	0	0	1

NC FAST Case Management / CRM Level One Evaluation

		Systems within North Carolina				Child Welfare Systems						Other Systems								
Function and Requirement Description	Importance of Function 5-Critical 4-Very Important 3-Important 2-Added Value 1-Not Important	ISSI	ICAN	Connect	ONECase	SMI GA Child Welfare	MN SSIS	RI	W VA	WI WISACWIS	CO	ACES Maine Elig.	WA *	PA Compass Elig.*	Mass BEACON	WY FAMIS ***	OH CRIS-E **^	LA	NM SSALSA	Curam Framework
Allows automated verification of client data (e.g., Dept. of Motor Vehicles, Social Security Administration)	3	1	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Captures individuals' contacts with workers	5	0	0	0	1	0	1	0	1	1	0	0	0	0	0	0	0	0	0	0
Includes intake logs	3	1	1	1	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	1
Provides query and report generation capabilities, including ad hoc and standard reports	5	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
<b>1.1.6 PROVIDES CBT TRAINING</b>																				
Provides Computer Based Training or Other online training guide	3	1	0	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0
<b>1.1.7 CHANNELS</b>																				
Allows integration of case and client data with an existing data warehouse	5	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
<b>1.1.8 CUSTOMER RELATIONSHIP MANAGEMENT</b>																				
Work First Cash and Employment Services		1	0	1	1	0	0	0	0	0	0	1	1	1	0	0	1	0	0	1
Food Stamps		0	1	0	1	0	0	0	0	0	0	1	1	1	0	0	1	0	0	1
Child Support		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Child Welfare		1	0	1	1	1	1	1	1	1	1	0	0	0	0	0	0	0	0	0
Adult and Family Services		1	0	0	1	0	0	0	0	0	0	0.5	0	0	0	0	0	0	0	0
Subsidized Child Care		0	0	1	1	0	0	0	0	0	0	0.5	0	0	0	0	1	0	0	0
Medicaid		1	1	0	0	0	0	0	0	0	0	1	1	1	0	0	1	0	0	1
Children's Health Insurance Program		0	1	0	0	0	0	0	0	0	0	1	1	1	0	0	0	0	0	0
<b>TOTAL SCORE FOR SYSTEM</b>		<b>56</b>	<b>45</b>	<b>61</b>	<b>67</b>	<b>23</b>	<b>68</b>	<b>0</b>	<b>44</b>	<b>58</b>	<b>0</b>	<b>84</b>	<b>19</b>	<b>27</b>	<b>0</b>	<b>0</b>	<b>44</b>	<b>0</b>	<b>0</b>	<b>55</b>

- \* Front-end online screening/application only
- \*\* Software availability governed by 45CFR95.617
- \*\*\* Wyoming system in rework, not in production until July 2005
- \*^ Ohio SACWIS Child Welfare System in planning stages/ existing system being retired

**Attachment Two – Level Two Business Function Evaluation Matrix**

Function and Requirement Description	First Level	Importance of Function 5-Critical 4-Very Important 3-Important 2-Added Value 1-Not Important
<b>PROGRAM AREAS COVERED</b>		
Work First Cash and Employment Services		
Food Stamps		
Child Support		
Child Welfare		
Adult and Family Services		
Subsidized Child Care		
Medicaid		
Children's Health Insurance Program		
<b>1.1.1 GENERAL CONDITIONS</b>		
Provides a web-based system that can access through standard browser	*	3
Software is Public Domain, not requiring purchase by the state	*	3
Allows for customization to meet individual county needs	*	5
Application available in English or Spanish		2
Database capacity expands for statewide implementation	*	5
User Access Security is role-based and multi-level	*	5
System is in production in a county or state environment	*	5
<b>TOTAL SCORE FOR GENERAL CONDITIONS</b>		
<b>1.1.2 INTAKE</b>		
Provides an online data system that can share information across programs	*	5
Creates a "client" in the system		4
Checks to see if a client already exists in the system via multiple search criteria	*	5
Creates a case folder for new clients		4
Creates households and client relationships		4
Provides online, program-specific data-gathering forms containing data elements not shared across programs		5

Function and Requirement Description	First Level	Importance of Function 5-Critical 4-Very Important 3-Important 2-Added Value 1-Not Important
Creates a case file after checking for existing cases in legacy systems	*	5
Shares data among program supplements		5
<b>TOTAL SCORE FOR INTAKE</b>		
<b>1.1.3 ASSESSMENT</b>		
Allows for automated evaluation (i.e., self-directed or worker-facilitated) of program eligibility and applications	*	3
Provides prescreening capabilities for eligibility for multiple programs	*	5
For Adult Services: Provides assessment tool for functional needs		5
For Protective Services: Provides approved assessment tool		5
For Work First: Provides employability and literacy assessment using accepted tools		5
For Work First: Provides substance abuse and domestic violence screening tools		5
Easily adds and updates programs	*	3
Easily adds and updates benefits and services of programs	*	3
<b>TOTAL SCORE FOR ASSESSMENT</b>		
<b>1.1.4 ELIGIBILITY DETERMINATION</b>		
Contains eligibility engine with multiple program rules		3
On-line Program policy manuals and field level and screen level help tied to rules		3
Allows for storage and use of detailed program eligibility rules	*	3
Conducts benefit calculations		3
Computes deductible calculations		3
Produces files for EBT/EFT/MA card production	*	3
<b>TOTAL SCORE FOR ELIGIBILITY DETERMINATION</b>		
<b>1.1.5 CASE MANAGEMENT</b>		
Records all case-related activities and status		5
Provides service plan templates, calendar events, ticklers	*	3
Provides for reviews of closed cases		4

Function and Requirement Description	First Level	Importance of Function 5-Critical 4-Very Important 3-Important 2-Added Value 1-Not Important
Provides referrals on-line		2
Allows for narratives	*	5
Retrieves and updates data from benefits and service delivery systems		5
Provides for access of benefits/service status from existing systems		5
Feeds existing systems with eligibility information resulting in benefits delivery and Federal reporting	*	3
<b>UTILITIES</b>		
Allows supervisors the ability to schedule caseloads for caseworkers		2
Allows supervisors the ability to manage caseloads	*	3
Integrates timesheets with case management capability		4
Allows entry and update of provider information for which NC FAST is the system of record		4
Associates providers to programs, benefits, and services	*	3
Provides a personalized rolodex		2
Allows automated verification of client data (e.g., Dept. of Motor Vehicles, Social Security Administration)	*	3
Captures individuals' contacts with workers, including inbound and outbound notifications	*	5
Provides workers with correspondence templates		4
Includes intake logs	*	3
Provides query and report generation capabilities, including ad hoc and standard reports	*	5
Ties agency websites together in a portal format		2
Makes social services brochures, FAQs, etc. available for viewing and updating on-line		2
<b>TOTAL SCORE FOR CASE MANAGEMENT</b>		
<b>1.1.6 PROVIDES CBT TRAINING</b>		
or Other online training guide	*	3
<b>1.1.7 CHANNELS</b>		
Provides Internet capabilities		2

Function and Requirement Description	First Level	Importance of Function 5-Critical 4-Very Important 3-Important 2-Added Value 1-Not Important
Send and receive email		2
Enables an Interactive Voice Response (IVR) channel		2
Accesses NCFast functionalities from public locations via specialized terminals		2
Sends and receives facsimiles		2
<b>DATA WAREHOUSE</b>		
Allows integration of case and client data with an existing data warehouse	*	5
<b>TOTAL SCORE FOR CHANNELS</b>		
<b>TOTAL SCORE FOR SYSTEM</b>		
<b>TOTAL SCORE FOR INTAKE ASSESSMENT AND CASE MANAGEMENT = 70%</b>		
<b>TOTAL SCORE FOR REMAINING FUNCTIONS = 30%</b>		
<b>WEIGHTED TOTAL</b>		

### System Functionality Review Matrix - Level 2 Scoring Instructions

Score each function on a scale of 1-10, with 1 meaning the functionality was there, 5 meaning the functionality was moderately usable, and 10 meaning the functionality was outstanding. Score 0 if the functionality does not exist by demonstration or interview with the demonstrator. Score the critical nature of the function on the 1-5 scale provided.

Be prepared to ask the demonstrator to show the capability of the system being reviewed, if it is not included in the formal presentation. If the functionality cannot be demonstrated, but the demonstrator says that the capacity is there, the score would be 1.

**Attachment Three – Level Two Technical Evaluation Matrix**

Function and Requirement Description	First Level	Importance of Function 5- Critical 4-Very Important 3-Important 2-Added Value 1-Not important
<b><u>ARCHITECTURE &amp; TECHNOLOGY</u></b>		
Provides a web-based system that can access through standard browser	*	5
Allows for customization to meet individual county needs	*	4
Component-based architecture (which allows for easily integrating legacy, current, and emerging technologies)	*	3
Architecture is flexible and not constrained	*	3
Capability of architecture to scale to statewide requirements		4
Minor gaps between current architecture and STA		3
Application technologies in line with departmental standards	*	2
Application's required software/utilities/etc. currently supported by department		2
Multi-tiered approach featuring thin client		3
Web services utilization		2
Efficient application performance		3
Ease of deployment		4
Level of effort to move to a statewide implementation is low		3
<b><u>DATABASE</u></b>		
Database capacity expands for statewide implementation	*	3
<b><u>SECURITY</u></b>		
User Access Security is role-based and multi-level	*	3
Departmental Security model can be implemented within application		2



Function and Requirement Description	First Level	Importance of Function 5- Critical 4-Very Important 3-Important 2-Added Value 1-Not important
SSL implemented		3
<b><u>INTEGRATION</u></b>		
Ease of integration with existing systems, with regards to security integration, system integration, etc.		5
<b>TOTAL SCORE FOR SYSTEM</b>		

### Technical Functionality Review Matrix – Scoring Instructions

Score each function on a scale of 1-10, with 1 meaning the functionality was there, 5 meaning the functionality was moderately usable, and 10 meaning the functionality was outstanding. Score 0 if the functionality does not exist by demonstration or interview with the demonstrator. Score the critical nature of the function on the 1-5 scale provided.